



TIGANIA EAST TECHNICAL & VOCATIONAL COLLEGE

CITIZENS' SERVICE DELIVERY CHARTER



S/No.	SERVICE/GOOD	REQUIREMENT TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD (IF ANY)	TIMELINE
1.	Inquiry and Reception Services	Clarity & Courtesy	Free	2 Minutes
2.	Response to incoming calls	Clarity & Courtesy	Free	3 Rings
3.	Response to Public correspondence	Correspondence Received	Free	7 Working days
4.	Prequalification of Suppliers	Filled Tender Documents	Free	30 Days
5.	Resolution of complains	Registered complaints	Free	One Day
6.	Security	Abide by security procedures	Free	24 Hours a Day
7.	Payment of suppliers	Invoice Delivery Note	Free	30 working Days
8.	Admission	KCPE Certificate KCSE Certificate ID Card Medical form Birth Certificate Filled Admission form Two Passports	Admission fee (Ksh. 2,400)	15 Minutes
9.	Fee payment	Evidence of Payment	Free	5 Minutes
10.	Training	Abide by academic policy, rules & regulations	As per the prescribed Fee	As Per the Course duration
11.	Registration for External Exams	Fee clearance Birth Certificate Passport size photo A copy of KCSE A copy of KCPE National ID	Free	10 Minutes
12.	Issuance of KNEC Exam Results	Clearance of Fee Balance	Free	3 Minutes
13.	Issuance of Internal Exams results (Report Forms)	Having sat CATs and Exam	Free	2 Minutes
14.	Guidance and Counselling	Formal request by the Counselee	Free	As Per the Nature of the Case
15.	Availability of Library Services	Student I.D. National I.D.	Free	Weekdays 7:00 a.m. to 5:00 P.m. Saturday 8:00 a.m. to 12:30 P.m. Remains Closed on Sundays and Public Holidays

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The principal
Tigania East Technical & Vocational College
P.O. Box 14 – 60607 Mikinduri
Tel: +254745911518
Email: tiganiaeasttvc@gmail.com
<https://www.tiganiaeasttechnical.ac.ke>

The Commission Secretary/Chief executive officer,
Commission on Administrative Justice, 2nd Floor, West End Towers,
Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: +254(0)202270000/2303000
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO